

Care Management Program Status Report - Summary  
Cases Identified between 01/01/2006 and 06/30/2006  
Status as of 7/6/2006

Healthy Returns  
Dept of Medical Assistance Services

Identified Members: 15,692

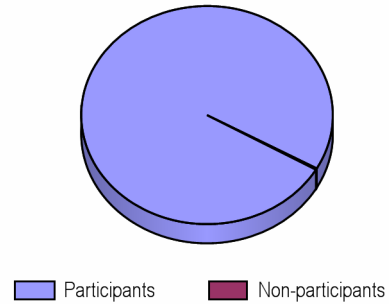
Total Eligible Members: 137,654

### Participation Rate

This section shows the participation rate for identified members.

Participation Rate		99.8 %
Participants	15,661	99.8 %
Non-participants	31	0.2 %
Declined All Contact	29	0.2 %
No Valid Phone/Address	2	< 0.1 %
<b>Total</b>	<b>15,692</b>	<b>100.0 %</b>

**Participation Rate**

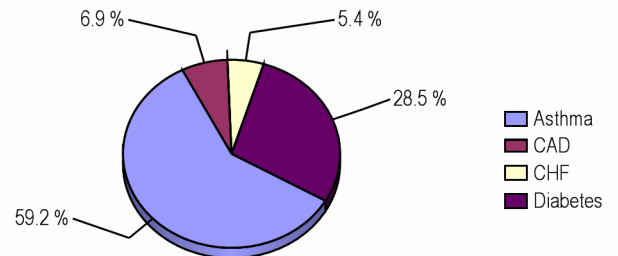


### Condition Distribution

This section illustrates distribution of identified cases by condition.

Condition	Under Management		Closed		Total	
Asthma	8,777	60.4 %	509	44.1 %	9,286	59.2 %
CAD	944	6.5 %	137	11.9 %	1,081	6.9 %
CHF	722	5.0 %	125	10.8 %	847	5.4 %
COPD	0	0.0 %	0	0.0 %	0	0.0 %
Diabetes	4,096	28.2 %	382	33.1 %	4,478	28.5 %
<b>Total</b>	<b>14,539</b>	<b>100.0 %</b>	<b>1,153</b>	<b>100.0 %</b>	<b>15,692</b>	<b>100.0 %</b>

**Condition Distribution**

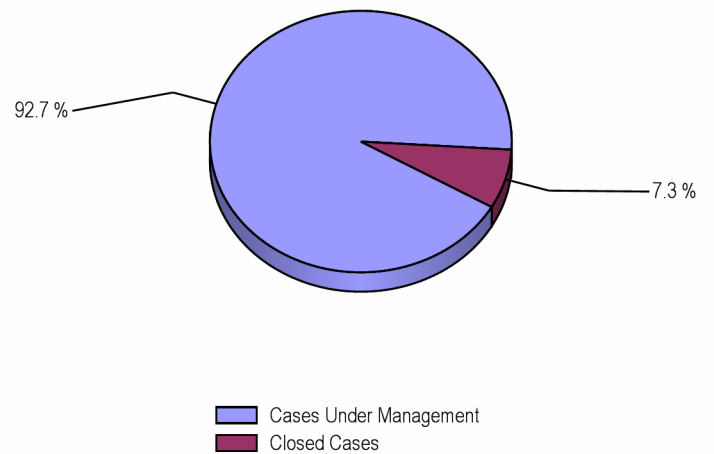


### Case Status

This section shows the status of cases identified during the report period.

<b>Cases Under Management</b>	<b>14,539</b>	<b>92.7 %</b>
High Intensity, Open	1,238	8.5 %
High Intensity, On Demand	2,468	17.0 %
Standard Intensity	10,833	74.5 %
<b>Closed Cases</b>	<b>1,153</b>	<b>7.3 %</b>
Lost Program Eligibility	1,028	89.2 %
Declined All Contact	29	2.5 %
No Valid Phone/Address	2	0.2 %
Transferred to Case Management	2	0.2 %
Deceased	28	2.4 %
Other	64	5.7 %
<b>Total Cases</b>	<b>15,692</b>	<b>100.0 %</b>

**Case Status**



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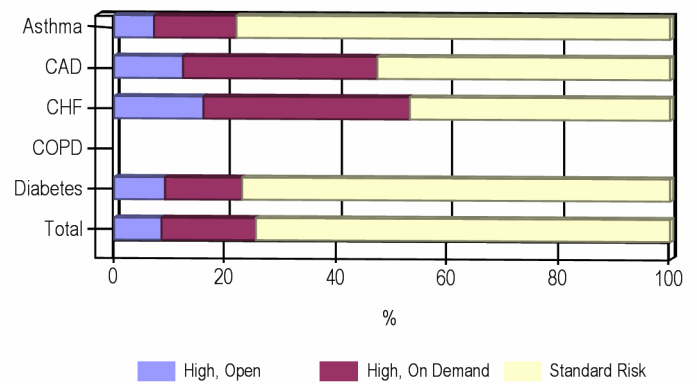
Healthy Returns  
Dept of Medical Assistance Services

*Condition Breakdown*

*This section shows a breakdown of cases under management by condition and intensity level.*

Condition	High Intensity, Open	High Intensity, On Demand	Standard Intensity	Total
Asthma	630	1,302	6,845	8,777
CAD	117	330	497	944
CHF	116	268	338	722
COPD	0	0	0	0
Diabetes	375	568	3,153	4,096
Total	1,238	2,468	10,833	14,539

**Cases Under Management by Condition and Intensity Level**

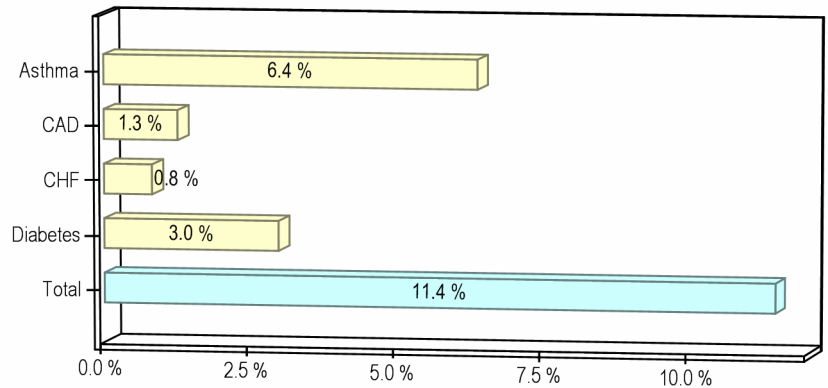


*Primary Condition Prevalence*

*This graph displays the prevalence rate for each primary condition for members currently under management.*

Condition	Cases Under Management	Prevalence Rate
Asthma	8,781	6.4 %
CAD	1,738	1.3 %
CHF	1,131	0.8 %
COPD	0	0.0 %
Diabetes	4,107	3.0 %
Total	15,757	11.4 %

**Prevalence Rates**



*Based on cases currently under management that were identified from program inception through the end of the report case identification period.*

Care Management Program Status Report - High Intensity  
Cases Identified between 01/01/2006 and 06/30/2006  
Status as of 7/6/2006

Healthy Returns  
Dept of Medical Assistance Services

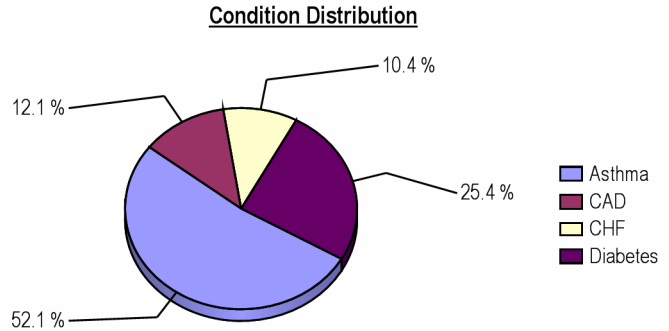
Identified High Intensity Members: 4,084

Under Management: 3,706

### Condition Distribution

This section shows the breakdown of high intensity cases under management by primary condition.

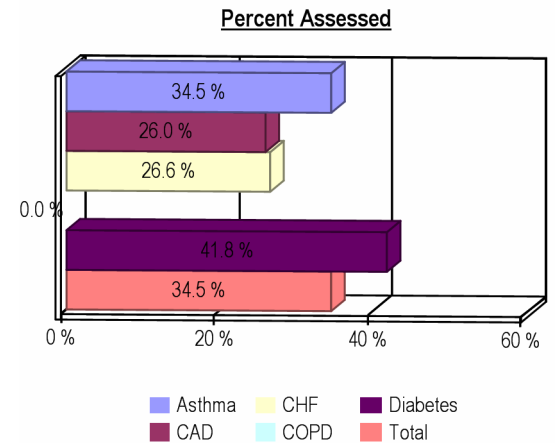
Condition	High, Open	High, On Demand	Total
Asthma	630	1,302	1,932
CAD	117	330	447
CHF	116	268	384
COPD	0	0	0
Diabetes	375	568	943
Total	1,238	2,468	3,706



### Assessments

This section shows the assessment status of cases in the identification period.

Condition	Number of Cases with Assessment*	High Intensity Cases Under Management	Percent Assessed
Asthma	667	1,932	34.5 %
CAD	116	447	26.0 %
CHF	102	384	26.6 %
COPD	0	0	0.0 %
Diabetes	394	943	41.8 %
Total	1,279	3,706	34.5 %



\* Assessed high intensity cases under management.

### Calls and Mailings

This section reports contacts with high intensity cases under management.

#### Calls - Successful Contacts\*

	Number	Avg. per Case*
Outbound Contacts	3,015	0.8
Inbound Contacts	1,327	0.4

#### Mailings

Participant Mailings	15,160	4.1
Physician Mailings	1,938	0.5

\* "Calls" includes successful contacts with or on behalf of participants. Denominator is high intensity cases under management. N = 3,706

Care Management Program Status Report - High Intensity  
Cases Identified between 01/01/2006 and 06/30/2006  
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Healthy Returns  
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### Referrals

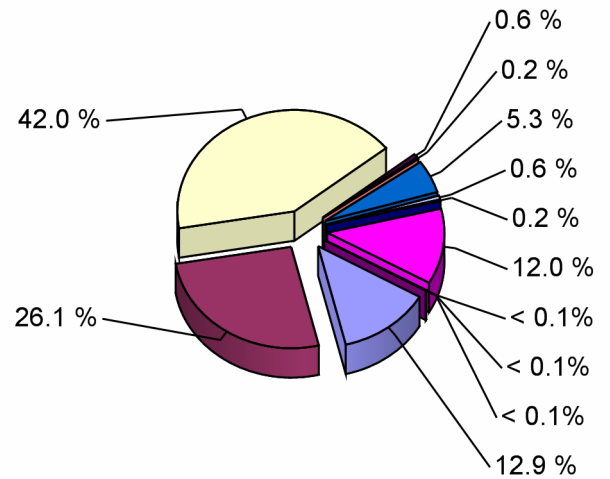
*This table lists referrals to ancillary resources for cases under management.*

Type of Referral	Number of Cases * with Referral	Percent	Percent of Assessed Cases with Referral
<b>Internal</b>			
Behavioral Health	371	12.9 %	29.0 %
Dietician	753	26.1 %	58.9 %
Pharmacist	1,210	42.0 %	94.6 %
<b>External</b>			
C V Rehab	0	0.0 %	0.0 %
Community Resources	17	0.6 %	1.3 %
Diabetes Education Classes	7	0.2 %	0.5 %
Durable Medical (DME)	152	5.3 %	11.9 %
Home Health	18	0.6 %	1.4 %
Medical Management	5	0.2 %	0.4 %
Mental Health	347	12.0 %	27.1 %
Nutrition Consult	1	< 0.1%	< 0.1%
Physical Therapy	1	< 0.1%	< 0.1%
Social Services	1	< 0.1%	< 0.1%
<b>Total</b>	<b>2,883</b>	<b>100.0 %</b>	

*\* A case may have a referral in multiple categories.*

Distinct cases with a referral	1,236
High Intensity assessed cases	1,279
Percent of High Intensity assessed cases with a referral	96.6 %

**Referrals**



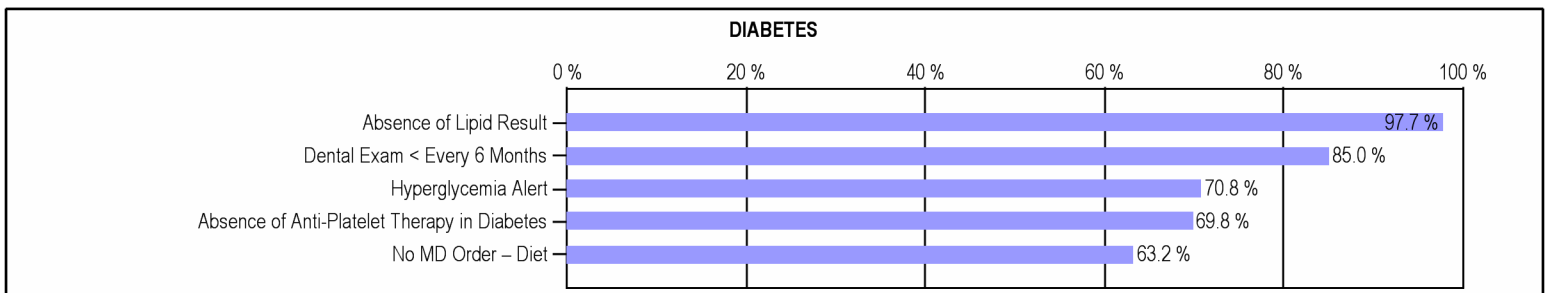
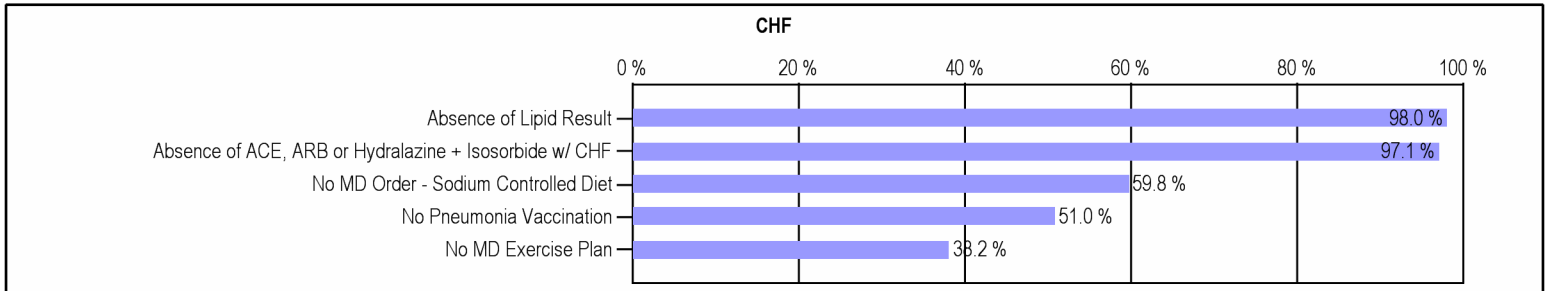
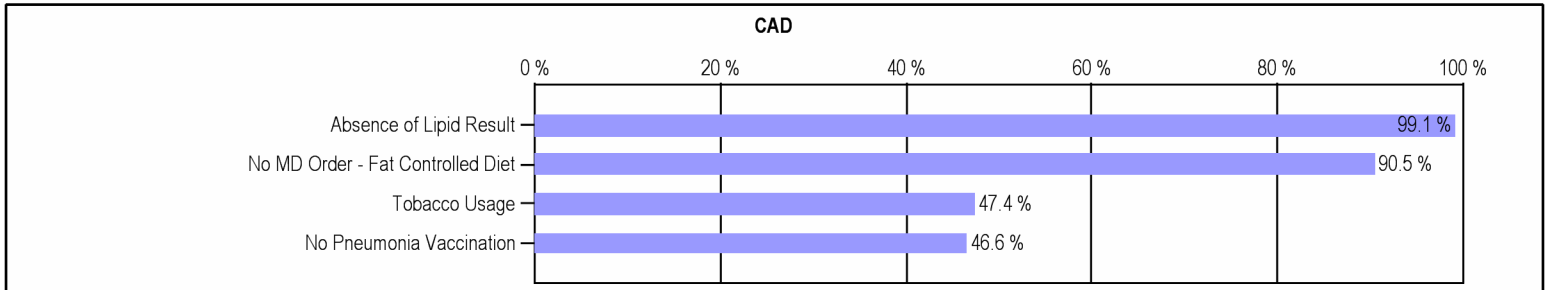
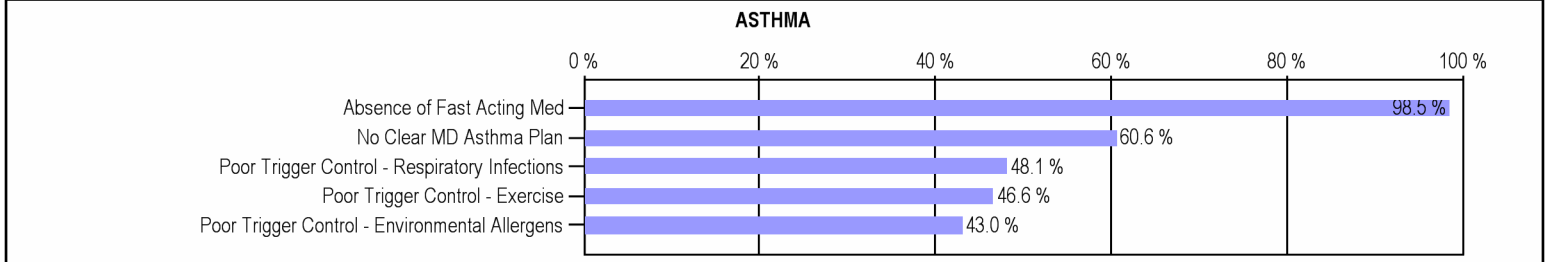
- Behavioral Health
- Dietician
- Pharmacist
- Community Resources
- Diabetes Education Classes
- Durable Medical (DME)
- Home Health
- Medical Management
- Mental Health
- Nutrition Consult
- Physical Therapy
- Social Services

Care Management Program Status Report - High Intensity  
Cases Identified between 01/01/2006 and 06/30/2006  
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*Care Management Non-Compliance Issues \**

*The following graphs show the top non-compliance issues, by primary condition, identified through care management.*



*\* Percent reported is based on number of assessed high intensity cases under management for each primary condition.*

Care Management Program Status Report - Standard Intensity  
Cases Identified between 01/01/2006 and 06/30/2006  
Status as of 7/6/2006

Healthy Returns  
Dept of Medical Assistance Services

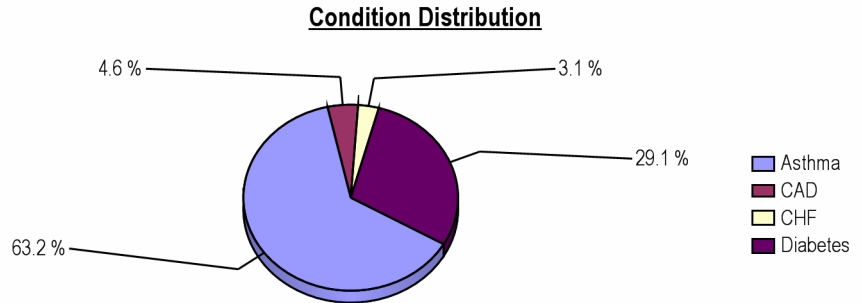
Identified Standard Intensity Members: 11,608

Under Management: 10,833

### Condition Distribution

This section shows the breakdown of standard intensity cases under management by primary condition.

Condition	Total
Asthma	6,845
CAD	497
CHF	338
COPD	0
Diabetes	3,153
Total	10,833



### Case Intensity Change

This section displays changes in case intensity level for cases under management by primary condition.

Condition	NUMBER STANDARD TO HIGH				NUMBER HIGH TO STANDARD		
	Upgraded Based On Claims	Upgraded Based on Referrals*	Upgraded Following Assessment	Total	Downgraded Based on Claims	Graduated (Program Goals Complete)	Total
Asthma	1,076	0	185	1,261	0	5	5
CAD	308	0	33	341	0	0	0
CHF	251	0	22	273	0	1	1
COPD	0	0	0	0	0	0	0
Diabetes	527	1	97	625	0	0	0
Total	2,162	1	337	2,500	0	6	6

\* Recommendation for referral from physician, case manager, health plan, etc.

### Calls and Mailings

This section reports contacts with standard intensity cases under management.

#### Calls - Successful Contacts \*

	Number	Avg. per Case*
Incoming Contacts	185	< 0.1

#### Mailings to Program Participants

Participants Mailings	23,272	2.1
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\* 'Calls' includes successful contacts with or on behalf of participants. Denominator is standard intensity cases under management. N = 10,833

## Glossary

<b>Activity Time Period:</b>	Term used in the Care Management Activity Report. A specified time period for reporting care management program activity.
<b>Case:</b>	Eligible member identified for care management and assigned a primary condition (asthma, coronary artery disease (CAD), congestive heart failure (CHF), chronic obstructive pulmonary disease (COPD), diabetes) based on a review of medical and pharmacy claims data or referral to the program.
<b>Case Identification Time Period:</b>	Term used in the Care Management Status Report. This report includes cases identified (by registration date) during the report time frame.
<b>Case Status:</b>	
<b>Closed:</b>	Cases no longer under management, most often due to loss of eligibility.
<b>On Demand:</b>	Cases receiving mailings and 24-hour access to program nurses (no outbound calls), as needed. This is because: 1) the care management program was unable to establish contact or lost contact with the individual; or 2) the individual has requested no outbound contact.
<b>Open:</b>	Cases under management, or in the process of being contacted. Because this is an opt-out program, all cases begin in an Open status and retain this status unless moved to Closed or On Demand.
<b>Dynamic Patient Profile (DPP):</b>	Tool based on established clinical practice guidelines that is used to determine a high intensity case's level of severity and control of condition. Results are used to establish level of adherence, define barriers to adherence, determine and evaluate progress towards goals.
<b>Eligible Members:</b>	The total number of individuals who, if identified as having one of the primary conditions, may participate in the care management program because they are eligible based on client supplied membership data. This number is usually reported as of the report run date.
<b>High Intensity:</b>	Cases considered to be most likely to incur high levels of healthcare expenses in the future. Intensity may be assigned either at the time of case creation or based on criteria evaluated by the care manager. High intensity cases receive regular outbound follow-up calls, individualized plans of care, 24-hour access to program nurses, and quarterly mailings of disease-specific information.
<b>Identified Members:</b>	Eligible members identified with specified primary conditions through medical and pharmacy claims data and classified according to the appropriate level of intervention (high or standard intensity) using predictive modeling of future healthcare costs. (Also known as Cases)
<b>Non-Compliance Issue:</b>	Areas where a patient's self-care practices are not in adherence with recommended clinical guidelines. For example, a non-compliance issue for a patient with Asthma would be the fact that they smoke.
<b>Participation Rate:</b>	Measure of participation in the care management program among the eligible identified cases. Calculated as Total minus cases closed for Declined All Contact or No Valid Phone/Address.
<b>Prevalence Rate:</b>	Measure of the presence of a condition across the eligible membership. Defined as the number of members identified with a primary condition divided by the eligible membership.
<b>Primary Condition:</b>	The principal condition for which a case is managed. Conditions are identified and assigned by a review of medical and pharmacy claims during the identification and stratification process. If a case is identified with multiple conditions, an algorithm - which considers the predicted risk of severity for each condition - is used to assign a primary condition.
<b>Referral:</b>	In addition to nurse care management, high intensity members may receive referrals for specialized resources such as a pharmacist, physician specialist, dietitian or home health care agency.
<b>Registration Date:</b>	The date a member/participant is enrolled into the care management program.
<b>Report Run Date:</b>	The date the report is generated.
<b>SF-12 Assessment:</b>	Nationally recognized tool that measures self-perception of physical and mental health status. An initial SF-12 assessment is typically completed along with the initial assessment and annually thereafter.
<b>Standard Intensity:</b>	Cases considered at standard risk for future healthcare expenses, and who are able to manage their conditions with limited external support. They receive a mail-in assessment, educational materials, quarterly condition specific information, and 24-hour access to program nurses. Cases initially stratified as standard may be later stratified to high intensity based upon the ongoing review of medical and pharmacy claims during the identification and stratification process.
<b>Under Management:</b>	All cases that are in Open or On Demand status.